

Agency Activity Inventory
by Agency
Appropriation Period: FY 2007-08

Agency: R40 - Department of Motor Vehicles

Functional Group: Transportation & Regulatory

1400 Administration

Provide executive leadership, ombudsman, strategic planning, policy, legal and financial services, facilities management, personnel services, communications, procurement, internal auditing and other administrative services to the agency.

FY 2007-08

Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$5,785,144	\$0	\$0	\$0	\$0	\$5,785,144	90.00

Expected Results:

Ombudsman - Track and reconcile all ombudsman calls. Fiscal requirements: Meet all fiscal requirements by expected deadlines. Strategic Planning: define requirements and project phasing for implementation of a digitized plate production and fulfillment process. Communications: Develop and distribute public awareness materials for driver, vehicle and insurance requirements. Internal Audit: audit internal operations to ensure compliance with policies and laws. Support Services: Develop and implement facilities, financial, and HR programs and procedures to increase agency efficiency and ensure compliance with legal requirements.

Outcome Measures:

Ombudsman - Through improved tracking, responded to over 2,500 customer requests for assistance; Strategic Planning - awarded RFP for a digitized license plate production and fulfillment process that will improve efficiency in the production, warehousing and distribution of license plates; Communications - processed 219 media inquiries and 289 FOIA requests, developed and/or revised 5 customer brochures, revised the dealer licensing manual and developed the recreational vehicle manual; Internal Audit - performed audits on 28 of 69 (41%) field offices, performed audit of DMV relief personnel usage, assisted the Office of Integrity and Accountability with investigations involving potential fraud and employee wrongdoing in 6 cases, conducted 12 consultative reviews requested by executive management, actively participated and consulted on numerous internal committees regarding policy and procedure development; Support Services - implemented tracking and assignment system for facility work orders, established fleet vehicle assignment process and usage monitoring process, continued development of career path for field office positions, managed a \$75M budget that was 100% funded by revenues generated and retained by the DMV.

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1401 Customer Service Centers (There are 69 customer service centers throughout the state. All but three offer full service transactions - which total over 500 different types of services/transactions.)

There are 69 customer service centers located throughout the state. With the exception of 3 offices, all offer full service

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transactions including driver licensing services, vehicle registration, license reinstatements, and titling services. In addition to these services, 16 offices offer transactions for international customers, 34 offices offer skills tests for commercial drivers, and 10 offices provide fingerprinting for CDL hazardous material background checks.

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Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$48,661,703	\$0	\$0	\$0	\$0	\$48,661,703	959.00

Expected Results:

Office activity: Expect additional activity because of CDL fingerprinting and FR4 cancellation transactions.
 Customer Wait Times - Maintain low wait times (15 minutes or less), even if activity and training increases.
 Training: Improve new employee and manager training

Outcome Measures:

DMV operates 69 Field Offices throughout the state to deliver our products and services to customers. Our goal is to provide accurate, efficient service to the thousands of customers who visit our offices while maintaining an average statewide wait time of less than 20 minutes. In all but three offices, DMV provides all basic driver license and vehicle transactions. DMV also provides essential services for other state and federal agencies such as accepting applications for voter registration (nearly 80% of all registered voters register through DMV) and registering young men for selective service. DMV also plays a key role in the organ donor registry. DMV continues to focus on the quality of service we provide in our offices. To improve customer service, DMV continuously reviews and improves our training programs, such as the new employee training program. This program was recently expanded to include 4 weeks of "mentoring" by a dedicated trainer in addition to the eight days of formal classroom instruction. DMV offices are split into 4 regions throughout the state and are managed by regional administrators who visit each office in their region and conduct office reviews with the manager. Regional and statewide manager meetings are held on a consistent basis to discuss, among other things, new policies, changes in business processes and best practices for dealing with customer issues.

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1402 Customer Service Delivery / Alternative Media

This activity describes the delivery of services to customers in ways other than visits to customer service centers. Included in this activity are web transactions, mail-in services for titles, registration and driver's license.

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Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$2,190,164	\$0	\$0	\$0	\$0	\$2,190,164	7.00

Expected Results:

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Alternative methods of service delivery provide customers with more options than to just visit customer service centers to complete transactions. Promote use of web and mail in services going forward. Training: Partner with technical colleges to provide customer service training for all employees at low cost. Increase training for managers.

Outcome Measures:

The Alternative Media office processes transactions that have been received through the mail and through the web site. DMV continues to see an increase in the use of these alternative service options used by our customers. Registration renewals, DL renewals and driver record inquiries represent the bulk of these transactions. The Alternative Media office processes an average of 14,000 transactions per month. This office also responds to hundreds of emails received each week from customers asking for assistance or requesting information about our products and services.

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1405 Customer Service Delivery / Call Center

Handle phone calls from the general public regarding DMV services.

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Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$3,523,852	\$0	\$0	\$0	\$0	\$3,523,852	60.00

Expected Results:

Improve performance of operation: Seek active solutions to improve call center operations. Conduct RFP process and Select Vendor to conduct operations improvement analysis. Implement immediate measures to improve efficiency and effectiveness.

Outcome Measures:

The DMV Call Center answers questions from the public regarding DMV products and services. For FY07 the Call Center handled an average of 3,282 calls per day and 67,411 call per month. To improve our operations, DMV hired a Call Center consultant to review our operations and technology and provide recommendations to improve both. DMV has been acting on these recommendations as our budget allows. We have increased our ability to handle 9.24% more calls (with the same number of staff) than in FY2006 and eliminated almost 73% of return calls required because of an initial busy signal. The Call Center has increase call monitoring to improve the quality of each customer call and increased performance monitoring the each employee to provide consistent, immediate feedback to our agents on a weekly basis. We continue to review, improve and deliver specialized training to our employees to improve overall customer service. DMV has established an agreement with the University of South Carolina to conduct a quarterly survey to help us measure customer satisfaction of customers who have call the Call Center.

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1406 Product Development and Partnerships

This activity includes the development, enhancement and maintenance of new DMV products and systems used for DMV partnerships with other entities to provide services. New and emerging channels of service delivery at DMV include: on-line Web transactions, internet-based solutions for service delivery (web services). This activity also includes the development of new technologies and system interfaces to provide DMV data/services to major stakeholders such as the insurance industry, financial industry, automotive dealers, law enforcement, county government, etc. This activity also includes partnerships with other entities to provide DMV services.

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Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$1,999,732	\$0	\$0	\$0	\$0	\$1,999,732	14.00

Expected Results:

Partnerships developed for alternative service delivery: EVR (Electronic Vehicle Registration) allowing dealers to issue titles and registrations; CIDR (County Issuance of Decals and Registrations) allowing counties to renew registrations on DMV's behalf; ELT (Electronic Liens and Titling), allowing the banking industry to add and remove liens from vehicle titles electronically. DNR Boat Registration Renewal -registering of boats and motors by DMV. Expand Information services to commercial customers: develop web services business-to-business data interchange capability to migrate existing customers from outdated mainframe operations to business-to-business web services. Includes state portal customers, insurers, counties, magistrate courts. Improved service for law enforcement and other government entities. Improve real time access to DMV information by law enforcement through use of web-browser based technology.

Outcome Measures:

DMV continued to build new service delivery channels and expand other services recently developed with our major stakeholders. For example, DMV continues to work with the SC Dealer's Association and auto dealers across the state to expand our Electronic Vehicle Registration program. Through this program, applications for title and registration documents are initiated through an electronic process. For FY 2007, approximately 34% of all dealer title transactions were processed through this system and eliminated from workloads in the field offices. DMV worked with county tax officials to issue DMV registration forms and decals from county tax offices. The forms/decals are printed through a new system interface developed by DMV and the counties. By the end of FY 2007, there were 18 counties issuing registration and decals from the county tax offices. Through our Electronic Lien and Title (ELT) program, DMV had processed more than 10,000 transactions by the end of FY 2007. We are now working with 10 banks and credit unions and testing with finance companies such as GMAC, Ford, Toyota and others so that their liens can be recorded electronically. DMV initiated a pilot program with auto dealers to allow for monthly billing of all title/registration work dropped off at DMV field offices. This program will allow dealers to consolidate their payments to DMV and streamline the billing process for DMV and the dealers. DMV is working with SCDOC to develop technology to provide credentials for inmates upon release from prison. DMV is providing the hardware, software and services along with SCDOC staff to produce these credentials. DMV continues to expand and improve our Automobile Liability Insurance Reporting program (ALIR). We are currently maintaining an estimated 9% uninsured motorist rate based on the number of motorist insured at the time of the accident (decrease from an estimated 20-25% uninsured rate in 2003). DMV is receiving over 40,000 insurance verification transactions every month (currently 90% of all insurance received

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following cancellations is received electronically). We have significantly reduced paper insurance compliance processed by DMV (insurance received following accident, SR22/26 reporting).

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1407 Driver Services - Driver Records & DL Issuance

Driver Records: Administer laws, policies and procedures as they relate to SC motor vehicle/driver license laws. Responsible for posting violations and suspensions to driver files, correcting information on driver files and maintaining inventory of uniform traffic tickets for State. Court order unit: process changes to driver record through court orders. Compliance unit: process requests for special licenses and processes suspension compliance. International Customer Unit: develop and implement programs to improve communication with international customers; oversee DL issuance documentation for international customers.

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Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$3,791,073	\$0	\$0	\$0	\$0	\$3,791,073	73.00

Expected Results:

Establish program to electronically exchange traffic citation information between courts and DMV. Court Management System involves collecting data from magistrate and criminal courts in 46 counties, and involves integrating legacy systems with the new Court Management Systems. DMV's interface will be connect directly with the CMS, as well as with vendor-supported systems in several counties. The system will allow a court data entry person to enter a SC driver's license number from a citation and retrieve all of that person's DMV data directly into the CMS. The court user will then enter the disposition, which will be transmitted electronically to DMV's system and update the driving record.

Outcome Measures:

1) SCDMV and the state court system have developed an interface for the exchange of traffic citation and disposition data. The final stages of testing has been completed and will be deployed on a pilot basis in 4th quarter of 2007 for offenses that occurred in a commercial motor vehicle (CMV), or which were committed by a holder of a commercial driver's license (CDL). The primary measure for effectiveness is to reduce the processing time between conviction and posting to a driving record to 10 days or less, from the current time of 30 days or more. This program lays the groundwork for complete electronic processing of citations currently under consideration by the Department of Public Safety, in which law enforcement enters the citation data which is then transmitted to the court. The court will enter the disposition, which will then be transferred to DMV's system to populate the driving record. 2) Entered into a Memorandum of Agreement with the state court system that will allow the interchange of digital photos between DMV and courts, so that photographs can be added to arrest warrants.

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1408 Driver Services - Driver Improvement and Medical Review

DOE Testing Partnership Program: Responsible for developing/monitoring program that allows DMV to administer knowledge tests at high schools; Driver review: conduct driver record and accident reviews. Commercial Driving School Oversight: regulate/monitor driving schools (non-CDL) processes. Medical Record Review: maintain and forward for medical board review medical records related to a person's ability to safely operate an automobile; identify and retest drivers who need to be re-examined.

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Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$1,067,940	\$0	\$0	\$0	\$0	\$1,067,940	14.00

Expected Results:

DOE Testing Partnership Program: FY 2005-2006 Add 20 additional schools to DOE Third Party Tester program. Commercial Driving School Oversight: ensure that driving schools are all meeting compliance requirements. Medical Record Review: Identify drivers who are not capable of operating a vehicle due to medical reasons.

Outcome Measures:

DMV is continuing to expand knowledge tests in high schools by signing contracts with additional schools for FY 2007. The program began in FY04 as a pilot with 5 schools. We are currently offering knowledge tests once or twice/month in 121 schools throughout the state. These tests are offered before, during and/or after school, according to the wishes of the particular school. Commercial Driving School Oversight: Proposed legislation was passed June 2007 to tighten requirements for commercial driving schools.

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1410 Vehicle Services - Dealer Licensing, Regulation, and Enforcement

Enforce all laws pertaining to the buying, selling and exchanging of motor vehicles in the State. Responsible for licensing, inspecting and monitoring the operations of all SC motor vehicle dealers and wholesalers. Investigate all offenses and complaints related to dealer motor vehicle laws and conduct periodic audits of dealers.

FY 2007-08

Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$1,314,904	\$0	\$0	\$0	\$0	\$1,314,904	24.00

Expected Results:

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Conduct audit of dealer licensing program to identify inefficient areas within program. Begin to develop statistics surrounding number of sanctions as % of actions.

Outcome Measures:

Implemented new surety bond for certain dealers as authorized by legislation. Developed updated dealer manual for distribution. Reorganized management structure to streamline reporting.

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1411 Vehicle Services - Motor Carrier Services - State Highway Fuel Tax Funding

The International Fuel Tax Agreement (IFTA) is a base state fuel tax agreement. Persons based in a member jurisdiction operating a qualified motor vehicle(s) in two or more member jurisdictions must license under this agreement or purchase fuel trip permits to travel in member jurisdictions. IFTA requires persons to have an IFTA license and decal on their vehicle if they are traveling into other states transporting property or persons and meet certain weight or axle requirements. Upon receipt of a completed application, DMV issues the license and decals to the applicant. DMV then collects fuel taxes from applicants and disburses them to the SC DOT or to other jurisdictions. DMV also receives fuel taxes due to SC from other states and disburses them to SC DOT.

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Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$1,067,451	\$0	\$0	\$0	\$0	\$1,067,451	5.00

Expected Results:

Issue licenses for all IFTA applicants, monitor tax disbursements and collections; conduct audits of trucking companies for compliance with agreement.

Outcome Measures:

Met all requirements for program. IFTA transactions can now be processed in 7 offices throughout the state. We are also now accepting credit card payments for IFTA transactions.

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1615 Vehicle Services - Motor Carrier Services - Regulation

International Registration Plan (IRP): Issues registrations for apportioned vehicles, defined as any vehicle primarily used for the transportation of property and with a GVW over 26,000 lbs. Single State Registration System (SSRS): Required for "for-hire"

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carriers with interstate authority, allowing them to haul for-hire commodities regulated by FMCSA. Administer the program for "for-hire" carriers who haul exempt commodities. Performance and Registration Information Systems Management (PRISM): National program allowing states to verify safety rating prior to registration or renewal of motor carrier credentials. New Entrant Program: New Interstate motor carriers must register with FMCSA and have an audit conducted to demonstrate that the carrier has safety management controls in place.

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Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$2,394,393	\$0	\$893,014	\$0	\$0	\$1,501,379	38.00

Expected Results:

CVIEW-Enable real-time exchange of registration data with law enforcement personnel at the roadside. PRISM Implement PRISM program. IRP - develop RFP for new IRP system that integrates with current application software. Improve communications and services for stakeholders.

Outcome Measures:

PRISM: successfully implemented. Enables DMV to ensure that registrants have met all DOT safety requirements for registration. CVIEW - implemented. Allows roadside inquiries by law enforcement for IFTA and IRP status. IRP transactions can now be processed in 7 offices throughout the state. We are also now accepting credit card payments for IRP transactions. Established web-based scheduling for IRP transactions in HQ. IRP RFP - developed and being reviewed by MMO. Conducted Motor Carrier "road shows" to inform stakeholders of IRP credentialing requirements.

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1616 Driver Services - Commercial Driver's License Regulation

Responsible for monitoring the State's Third Party Tester program for commercial vehicles, truck driving schools and DOE Safety Officers. Ensures state is in compliance with federal regulations for licensing commercial driver license holders.

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Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$691,555	\$0	\$0	\$0	\$0	\$691,555	10.00

Expected Results:

MCSIA: Define requirements and submit enabling legislation to have SC meet federal Motor Carrier Safety Improvement Act (MCSIA) regulations. Facility Upgrade: repave/repaint three-wheel motorcycle courses.

Outcome Measures:

MCSIA - have successfully passed structured testing. Implementation expected September 30, 2007. Awaiting

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legislation to be passed to define the definition of conviction. Facility: of the 36 three-wheel motorcycle sites 33 sites have been repaved and/or repainted. Continued training and certification program for CDL and motorcycle examiners.

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1617 Driver Services - Financial Responsibility

Financial Responsibility: Responsible for administering and enforcing laws relating to Financial Responsibility Act, Uninsured Motorist Act, the Registration and Financial Security Act and the Uninsured Motorist Database Act. Suspend drivers and/or owners for operating vehicles uninsured and for non-compliance of accidents and judgments. Provide enhancements to ALIR system to improve detection of uninsured motorists and ease of reporting for insurers and customers on financial responsibility suspensions.

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Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$3,958,174	\$0	\$0	\$0	\$0	\$3,958,174	55.00

Expected Results:

ALIR System: Increase functionality of system to allow for electronic reporting of additional transactions, working towards paperless insurance tracking system. Accident suspensions: Reduce backlog for accident suspensions through more efficient processing.

Outcome Measures:

Receiving over 85,000 electronic transactions from insurance companies and agents every month. Identifying over 15, 000 uninsured motorist every month. Currently maintaining an estimated 9% uninsured motorist rate based on the number of motorist insured at the time of accident (decrease from estimated 20-25% uninsured rate in 2003). Receiving over 40,000 insurance verification transactions every month (currently 90% of all insurance received following cancellations is received electronically) Significantly reducing paper insurance compliance processed by DMV (Insurance received following accident, SR22/26 reporting) Improving customer service (dedicated customer support unit for insurance related inquiries, self service options such as web payment) Currently implementing mandatory VIN file reporting (entire book of business, Jan 1, 2008 deadline) in order to begin verifying insurance following new vehicle registration and renewals. VIN file reporting will close the loop on uninsured motorists and increase the efficiency of the overall program by decreasing insurance company and customer involvement (automated verification following cancellation notice to DMV , accidents, etc.) SC's ALIR system is considered to be one of the most effective and efficient insurance reporting system in the nation.

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Regulatory

1618 Administration - Internal Affairs / Document Review and Fraud

The Office of Integrity and Accountability (OIA) is responsible for investigating any suspected or alleged criminal acts committed by customers, employees, or other parties that involve the South Carolina Department of Motor Vehicles. In addition, the office serves as the sole liaison between the department and law enforcement agencies. Work to ensure the integrity of department transactions and staff and protect the department and its customers from unethical or illegal conduct. The efforts of OIA are designed to promote safety and security throughout the agency and enforce established codes of conduct for employees and customers as regulated by state or federal laws as well as departmental policies. OIA also monitors transactions and helps formulate policies and processes designed to detect and deter fraudulent activity involving the department.

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Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$779,144	\$0	\$0	\$0	\$0	\$779,144	12.00

Expected Results:

Office of Integrity and Accountability: Detect and deter fraudulent activity by analyzing trends and patterns found in OIA cases. Review select transactions for fraudulent activity. Provide information and resources to other SCDMV work units about fraudulent activity. Develop recommendations to improve policies to reduce opportunities for fraudulent activities. Develop mutually beneficial working relationship with law enforcement entities. Work to provide information and resources to detect, deter, or combat fraud to employees, customers, and other agencies and entities.

Outcome Measures:

Office of Integrity and Accountability: Established Fraud Detection Program to explore ways to identify and prevent internal and external fraud. Began codifying internal procedural manual for OIA processes (ie. opening cases, title review, reviewing SSOLV, etc.). Requested and reviewed reports from IT such as sales tax exemptions and voids to better detect internal fraud. Working with TCM to improve and increase fraud training. Increasing communication between OIA and law enforcement entities.

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1891 Vehicle Services - Titles & Registration

This activity includes all headquarters-based titling and registration activities. Included are services for mail in title and registration activities, personalized license plates, fleet and permanent vehicles, and vehicle history documentation and issuance.

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Total	General Funds	Federal Funds	Supp. Funds	CRF	Other Funds	FTEs
\$3,745,517	\$0	\$0	\$0	\$0	\$3,745,517	54.00

Expected Results:

Restructure area to produce efficiencies; develop quality control and help desk capacities within unit.

Outcome Measures:

Developed new policies and procedures to govern processing of salvage vehicles and odometer corrections.

EXPLANATION:

Activity included under Alternative Media on FY07 Activity Report. Broken out as new activity for FY08 due to internal Agency restructuring.

AGENCY TOTALS

Department of Motor Vehicles

TOTAL AGENCY FUNDS	TOTAL GENERAL FUNDS	TOTAL FEDERAL FUNDS	TOTAL OTHER FUNDS
\$80,970,746	\$0	\$893,014	\$80,077,732
	TOTAL SUPPLEMENTAL FUNDS	TOTAL CAPITAL RESERVE FUNDS	TOTAL FTEs
	\$0	\$0	1,415.00